VITRIA®

Vitria IoT Analytics Platform for Personnel Sensing

Many companies have a wide variety of business activities that depend on personnel in the field for successful execution. Keeping track of personnel location, knowledge and tools they need to accomplish their work successfully is daunting, especially when leveraging 3rd party personnel.

The Challenge

Ensuring field personnel like service techs or delivery people have up to date information, equipment & materials is critical to keeping these key resources productive and meeting service level targets.

These personnel are traditionally supported through specialized information systems and mobile apps to communicate to them, and explicitly collect information from them. Despite these investments, first time fix and on time delivery are often well below desired performance levels.

The Solution

Vitria's comprehensive IoT Analytics Platform includes a unified set of tools to monitor personnel locations, activities and schedule as well as real-time situational context to improve both productivity & performance by leveraging streaming data from apps and devices.

By leveraging real-time data from Mobile Apps and iBeacons for personnel location combined with situational intelligence from connected machines and business applications, Vitria's predictive & prescriptive analytics can identify issues like a missing part for the diagnosed issue before dispatching a technician.

Customer Benefits

Vitria's Platform delivers the following benefits for organization who rely heavily on remote personnel to deliver their services:

- Improved utilization of field personnel through predictive issue analysis and prescriptive remediation in real-time

- Overall reduction in truck rolls, and increased first time fix and on-time delivery performance.

- Passive system updates based on sensing reduces data entry activities and reporting errors for field activities.

About Vitria Technology

Vitria's IoT Analytics Platform empowers enterprise and industrial customers to analyze faster, act smarter, and achieve better outcomes in their IoT and business operations. The company has a history of success in streaming analytics, business process management, enterprise application integration, and operational intelligence.

Vitria is now a leading player in the rapidly growing IoT (Internet of Things) analytics market. Customers include Fortune 500 companies and enterprises across a wide range of industries, including finance, manufacturing, telecommunications, utilities, retail and more. For more information, visit www.vitria.com.